



DEPUTY DEVELOPMENT SERVICES MANAGER – DEVELOPMENT DIVISION (Building Safety and Permits)

Purpose:

To actively support and uphold the City's stated mission and values. To plan, direct and supervise the activities and operations of the Development Division of the Development Services Department; and to provide highly responsible and complex administrative support to the Development Services Manager. This position is a deputy department head who cooperates and coordinates with the citizens of Tempe, City departments, and outside agencies and individuals, to provide the Division's services to internal and external customers.

Supervision Received and Exercised:

Receives general direction from the Development Services Manager.

Exercises administrative supervision over professional, technical, and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Facilitate the provision of the highest level of quality customer service possible for Division customers. Insure that internal and external customers are provided the Division's services in the most courteous, friendly and facilitatory manner possible.
- Administer, plan, and direct the activities of the Building Safety, Permits, Plan Check, Inspection, and Customer Service Counter sections.
- Develop, plan, implement, and manage the Division's goals, objectives, and workplan; recommend, administer, review and update administrative practices, procedures and policies; assign work activities, projects and programs; monitor workflows; with input of divisional staff, review and evaluate work products, methods and procedures.

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- Select, train, motivate and evaluate personnel; provide or coordinate staff training; counsel employees to help correct deficiencies; solicit meaningful feedback from Division employees on policies and procedures; implement discipline and termination procedures when necessary.
- Advise, consult, and provide information to the Development Services Manager regarding the compliance and enforcement of public and private development, planning, building, and zoning policies.
- Manage the development and administration of the Division budget; direct the forecast of funds needed for staffing, revenues, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.
- Coordinate Division activities with those of citizens, other departments, outside agencies, neighborhood organizations, and the development community; provide staff assistance to the Development Services Manager, City Manager and City Council; prepare and present staff reports and other necessary correspondence.
- Provide overall management of the Development Services Center including plan intake and permit issuance for building, planning, fire, engineering, and other permits.
- Respond to and resolve difficult and sensitive inquiries, complaints and requests for services from citizens, developers, architects, engineers, applicants, clients and property owners in an open and creative manner. Communicate and provide information to the public regarding private and public development, planning, building safety, and permit matters through correspondence, interviews, and telephone calls.
- Participate on a variety of boards, commissions, and planning committees; present information and recommendations on projects, programs, and documents of a specialized nature in a variety of meetings; attend and participate in professional groups and committees.
- Direct the preparation of revisions and new provisions to update the ordinances enforced by the Division. Provide interpretations and advise staff on private development issues and divisional operations. Recommend and administer department and/or Division policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Confer with engineers, developers, architects, attorneys, property owners, consultants, a variety of agencies and the general public in acquiring information and coordinating

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planning, zoning and building safety matters; provide information regarding City development requirements.

- Analyze, develop and present recommendations on complex development and zoning proposals along with planning, design, and building inspection issues; provide technical expertise to various boards, commissions, and the City Council in the formulation of recommendations of staff reports and review and plans of development applications.
- Manage the preparation of special reports, development analysis, and plans by professional staff and/or outside consultants.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible professional experience in urban planning, building safety, and/or a related field including **three** years of administrative and supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in urban planning, architecture, civil engineering, economics, public or business administration or a related field. A Master's degree is desirable.

Licenses/Certifications:

Possession of, or ability to obtain, registration as a professional engineer or architect in the State of Arizona, and/or Certification as a Building Official by the ICC and/or American Institute of Certified Planners (AICP) certification, or equivalent professional certification is highly preferred.

Possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is unclassified, which means the employee or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.

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Salary Range: 157

FLSA: Exempt

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